

## User Logins in Illinois EVR

To use the Illinois EVR program, you must be an authorized user. Please read all information below for instructions and procedures in doing so.

### **Important Notes about the User ID, Password, PIN & Security:**

- For new users added to an account, if they do not update their login credentials within two days, their login will be revoked.
- If an existing user does not log in to the Illinois EVR program and conduct transaction in a time period of 30 days, the User ID will be revoked. Entering your PIN successful after revocation will re-enable the login to be used after a password update.
- If a user logs in with the wrong password at least three times, his/her User ID will be revoked. Entering your PIN successful after revocation will re-enable the login to be used after a password update.
- If a user incorrectly enters their PIN three times, the login will be completely revoked, and a call to CVR support will need to be made.
- Illinois EVR will require a user to update his/her password every 90 days.
- A previously used password cannot be used again for at least two years.

**\*\*\*** If a User's ID and PIN are revoked for whatever reason, it will need to be reset by the **CVR Technical Support Center (800-333-6995)**. After being reset, update your Password, PIN and run a transaction with the technical support staff. This will help confirm your update is successful **\*\*\***

To add or remove users in Illinois EVR, first call the **CVR Support Center** at: **800-333-6995** and follow the prompts.

### **+ Adding a User ID**

When adding a new user, have the correct spelling of the users First, Middle & Last name. Be sure to mention the 'role' of the person you are adding. The two 'roles' are "**FI**" and "**TC**". The following generalized guidelines should be used in deciding a person's role:

- FI-** *Point of Entry/Finance & Insurance:* has the ability to start new transactions, may run inquires & reprint forms as necessary.
- TC-** *License & Title Clerk:* has the ability to do everything an "FI" login would, but can also complete transactions, pay taxes, manage inventory (license plates & certificates), and bundle paperwork.

**Before hanging up/disconnecting with the CVR Technical Support Center,** make sure you find out the new user's User ID and Initial Password, as the new user will need to update it properly before he/she can process transactions.

### **- Removing a User ID**

Instruct the person you are connected with that you would like to remove a user to your CVR account(s). You may be asked to provide your position and authority to do so, to prevent unauthorized deletions.